

STUDENT HANDBOOK 2024

CROWN
INSTITUTE OF STUDIES
AUCKLAND • NEW ZEALAND



Unlock Your Potential
**Your Successful
Career Starts Here**

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Mission Motto Vision Values

Crown's Motto

We Care. We Train. We Connect.

Crown's Mission

Unlocking potential through an inclusive, supportive and respectful learning environment.

Crown's Vision

To be the preferred tertiary provider that develops agile, passionate and resilient industry professionals.

Crown's Values

Crown's business operates upon four core values: Fairness, Responsibility, Transparency, and Integrity

1. **Fairness:** Crown seek always to be fair, even handed, and free from bias in our choices and conduct, and in the delivery of our responsibilities
2. **Responsibility:** Staff take seriously their responsibility for training and resourcing Learners. Learners take responsibility for completing and gaining programme qualifications. Graduates take responsibility for securing their own good futures
3. **Transparency:** Transparency in the delivery of responsibilities activates confidence that students and stakeholders can have in Crown's decision-making processes. Crown seeks always to be clear in its meanings and intentional in its expressions
4. **Integrity:** Our business is founded upon moral and ethical principles where truthfulness, frankness and sincerity are prized

Crown Institute of Studies Staff List

Governance		
Managing Director	Josephine Do	jkdo@crow.ac.nz
Head of Business Development		
Health & Safety Officer	Josephine Do	jkdo@crow.ac.nz

Academic Staff		
Head of Academic Dep (H&S Leader)	Puretu Puangi	puretu@crow.ac.nz
Quality Assurance Manager	Anetta Kusa	anetta@crow.ac.nz
English Department Lead	Glenn Trousselot	glenn@crow.ac.nz
English Teacher	Furkan Ocak	furkan@crow.ac.nz
Business Tutor	Anne-Marie Forsyth	anne-marie@crow.ac.nz
Business Tutor	Rosita Thomas	rosita@crow.ac.nz
Business Tutor	Mike Putt	mike@crow.ac.nz
Business Tutor	Ruth Budden	ruth@crow.ac.nz
Hospitality Tutor	Preeti Mann	preeti@crow.ac.nz
Hospitality Tutor	TBC	
Health and Well-Being Tutor	Corinne Banguis	corinne@crow.ac.nz
Health and Well-Being Tutor	Yeseul Kim	yeseul@crow.ac.nz
Health and Well-Being Tutor	Faisal M. Alshamsi	faisal@crow.ac.nz
Travel & Tourism Tutor	Fiona Kemp	fionak@crow.ac.nz
Travel & Tourism Tutor	Thao Tran	thao@crow.ac.nz
Short Course Tutor	TBC	
Literacy & Numeracy Tutor	Irena Tovic	irena@crow.ac.nz
Moderation Manager	Anetta Kusa	anetta@crow.ac.nz

Administration Staff		
Finance & Accounts Manager	Kim Ong	kim@crow.ac.nz
Student Services Manager	Amy Tregidga	amy@crow.ac.nz
Student Services Administrator	Franchesca Villagracia	franchesca@crow.ac.nz
International Marketing & Accounts Officer	Jean Chanarat	jean@crow.ac.nz
Mental Health & Student Support	Pilar Sorba Mora	pilar@crow.ac.nz
Group Coordinator	Kathy Pham	kathy@crow.ac.nz
Marketing Coordinator	Lulu Cortez	lulu@crow.ac.nz
Short Course Centre Co-ordinator & Academics Administrator	Aiko Lai	aiko@crow.ac.nz
International Marketing Manager	Joy Mebun	joy@crow.ac.nz
Partnership and China Marketing	Amanda Jiaying Zhang	amanda@crow.ac.nz
Korean Marketing and Student Support Coordinator	Kayla Kong	kayla@crow.ac.nz
Sales and Student Service Coordinator	Bella Chen	bella@crow.ac.nz

Starting with the Best Outcome in Mind

Research findings confirm students who succeed in tertiary studies and achieve their dreams are those whose motivation, goals and beliefs are strong enough to overcome obstacles. Our overarching purpose is to help you graduate from your programme having developed self-discipline, critical thinking skills, and gained knowledge that is important to the travel, tourism and hospitality sectors.

Term Dates and Holidays

All term dates and holidays are correct at the time of printing. If term or holiday dates change, you will be advised in advance.

Table 1: Terms and Term Holiday Break Dates

Term 1:	Mon 5 February to Fri 12 April 2024 Holiday break: 15-26 April 2024
Term 2:	Mon 29 Apr to Fri 5 July 2024 Holiday break: 08 July – 19 July 2024
Term 3:	Mon 22 July to Fri 27 September 2024 Holiday break: 30 September – 11 October 2024
Term 4:	Mon 14 October to Fri 20 December 2024

Table 2: Public Holidays and School Closure Dates

Auckland Anniversary	Monday	29 th January 2024
Waitangi Day	Tuesday	06 th February 2024
Good Friday	Friday	29 th March 2024
Easter Monday	Monday	1 st April 2024
Anzac Day	Thursday	25 th April 2024
King's Birthday	Monday	03 rd June 2024
Matariki	Friday	28 th June 2024
Labour Day	Monday	28 th October 2024
Christmas Day	Wednesday	25 th December 2024
Boxing Day	Thursday	26 th December 2024
New Year's Eve	Tuesday	31 st December 2024

Table 3: Programme Timetables

<p>Tourism and Travel Certificates Levels 3 & 4 Monday – Thursday 9.00am to 2.30pm Friday is Directed Self-Study (13 hours per week)</p>	<p>Break Time (30 min Total) 12.30 pm- 1.00 pm</p>
<p>Business Certificates Level 3 & 4 Monday – Thursday 9.00am to 2.30pm Friday is Directed Self-Study (13 hours per week)</p>	<p>Break Time (30 min Total) 12.30 pm- 1.00 pm</p>
<p>Food and Beverage Level 3 Monday – Thursday 9.00am to 2.30pm Friday is Directed Self-Study (13 hours per week)</p>	<p>Break Time (30 min Total) 12.30 pm- 1.00 pm</p>
<p>Tourism & Hospitality Diplomas Level 5 Monday – Thursday 9.00 am to 4.00 pm, Monday to Thursday Friday is Directed Self-Study (6 hours per week)</p>	<p>Break Time (60 min Total) 10.30 am-10.45 am 12.30 pm- 1.00 pm 2.30 pm-2.45 pm</p>
<p>Health & Wellbeing Levels 3 & 4 Monday – Thursday 9.00am to 2.30pm Friday is Directed Self-Study (10 hours per week)</p>	<p>Break Time (30 min Total) 12.30 pm- 1.00 pm</p>
<p>Computing Level 3 Monday – Thursday 9.00am to 2.30pm Friday is Directed Self-Study (13 hours per week)</p>	<p>Break Time (30 min Total) 12.30 pm- 1.00 pm</p>

Orientation

Orientation takes place either during the week before you start your course or on the first Monday of each term. At orientation, you will learn which class and room you are in, and your tutor. For your protection we will brief you on important policies and procedures contained in this handbook such as cancellations/withdrawals and refunds; and what you need to do if you have a complaint.

Starting Well at Crown

Crown Institute Wi-Fi Access

Username: **Anzac_Student**

Password: *********

Once you have enrolled at Crown you will be emailed three very important pieces of information:

- Your own **Crown email address**
 - Your own **Wisenet login**
 - Your own **Moodle login**
1. To start off well, we will email you at your personal email address with instructions in how to log into Office 365 <https://www.office.com/> using your new Crown email address and password. If you don't have a personal email address we will create one for you.
 2. Following this step, you will then be able to access and change your personal details in our online student management system. <https://learner.wisenet.co/CRW>
 3. The third important step will give you access into Moodle, our online learning management system.

Student Dress Code

The dress code policy is smart-casual. The general rule is if we can see up it, down it or through it we don't want to see you wearing it at school. You must dress respectably.

While current styles suggest a range of suitable work attire, we endorse an image that projects professionalism, competence, and customer service-orientation. When you go offsite for industry visits or we have industry leaders visit us onsite at Crown you will be asked by your tutor to dress in suitable clothing so you make a positive first expression and leave a good lasting impression!

Please exercise high personal hygiene standards. Good grooming and excellent personal presentation show the world that you have a winning attitude.

Personal Electronic Devices

You will need to have your own laptop or Chromebook to use in class. Please do not leave it unattended at any time. Crown will not be held responsible for personal electronic devices going missing or being damaged.

Crown Institute of Studies Student Electronic Device User Agreement

BYOD

We are a Bring Your Own Device environment so please bring your own laptop, tablet, Chromebook to use in class. **Make sure to fully charge it overnight.**

Do not leave it unattended at school at any time. Crown will not be held responsible for missing or damaged personal electronic devices.

You agree to be a safe, responsible, and ethical user of technology at all times.

Please bring your device to course with a full charge.

1. You agree to be responsible for the overall care of the Chromebook or Laptop. Intentional damage or misuse will lead to you being held responsible for the cost of repair and/or replacement of the device.
2. You agree to be a safe, responsible, and ethical user of technology at all times.
3. You may install home-based printers, scanners and other peripheral devices and connect to a home-based or public Wi-Fi system.
4. Chromebooks or laptops devices cannot be used by non-Crown students.
5. You are responsible for all Data stored on the hard drive of the Chromebook or laptop.
6. In the event of theft, damage, or malfunction; you must report the matter within 24 hours to your trainer.
7. Chromebooks and laptops are not to leave New Zealand.

To Log into Office 365

Open Microsoft Office 365 in your browser

<https://www.office.com/>



[Office 365 Login | Microsoft Office](#)

Collaborate for free with online versions of Microsoft Word, PowerPoint, Excel, and OneNote. Save documents, spreadsheets, and presentations online, in OneDrive. Share them with others and work together at the same time.

www.office.com



Use your crown Email address@student.crown.ac.nz and the **Temporary Password** that was sent to your personal email address.

You will be asked to change the **Temporary Password** to **another one** only you will remember so please **save it/write it down** so you do not need to reset it.

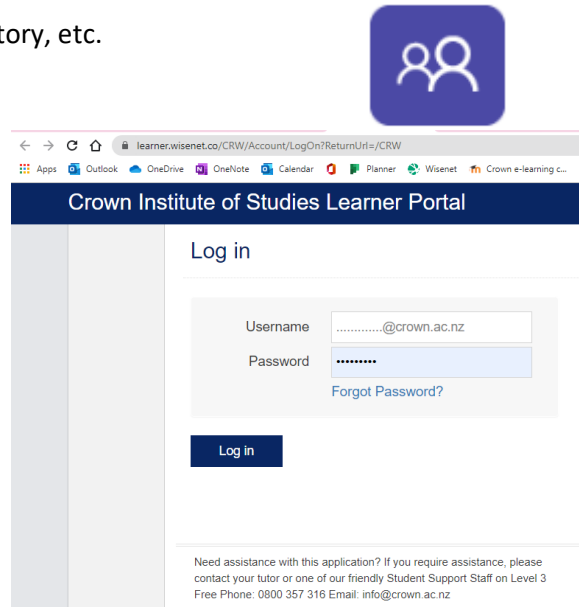
Wisenet Student Portal

so that you can have access to your personal details, study history, etc.

<https://learner.wisenet.co/CRW>

Some of the features include:

- You can update your personal details
- View Enrolment details and training history
- View Timetable and attendance details
- View Assessment progress
- Access eLearning courses with this single login
- View Documents attached to your profile
- Single log on to Crown Moodle eLearning



Please see the link below to find out more about the navigation.

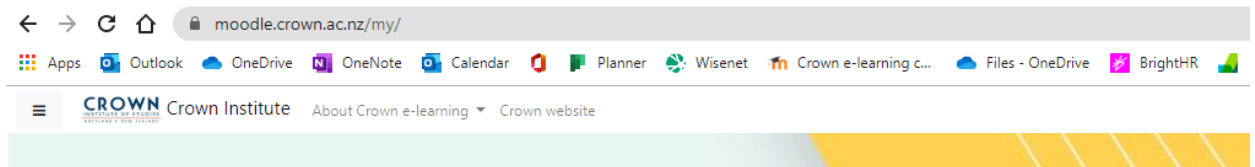
[Introducing the Learner App to your Learner - Wisenet Resources](#)

learn.wisenet.co

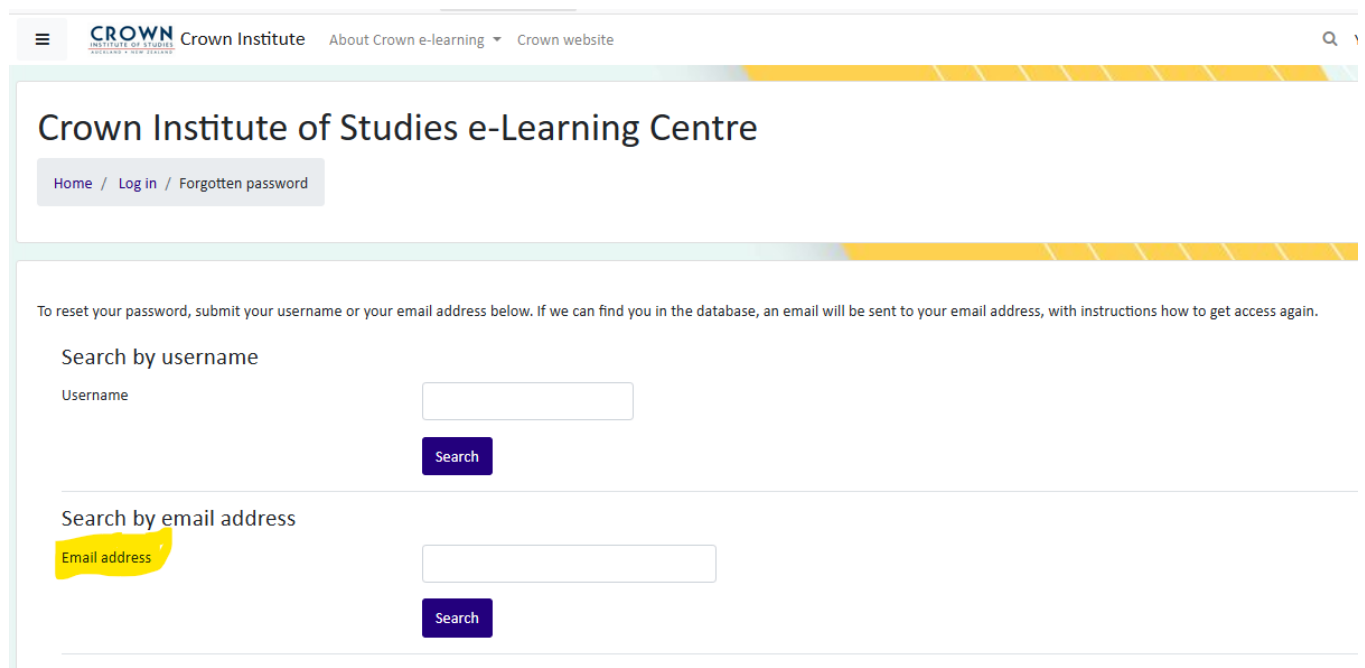
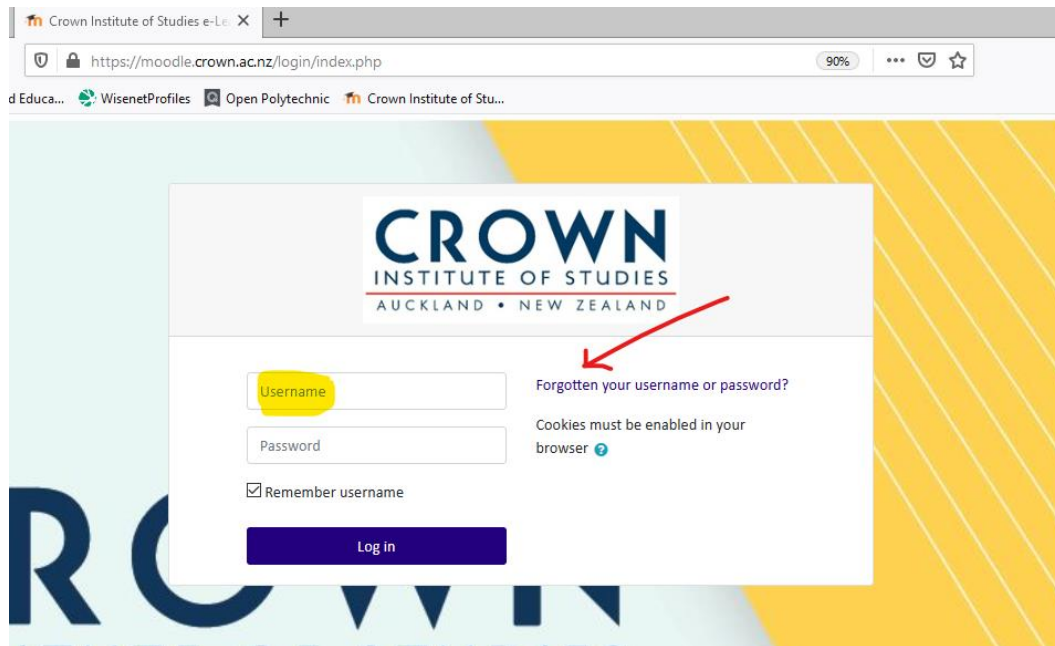
Get an insight of the **Learner App** and what does it look like for the learner.

Moodle

<https://moodle.crown.ac.nz/login>



To reset your Moodle Password



Teaching Styles

Throughout your programme you are likely to have several tutors, each with their own teaching style. Some styles will suit you better than others. If you experience a disconnect with a tutor's teaching style, you should approach her or him in a respectful manner and offer your viewpoint. Tutors really want you to succeed and so are open to students' constructive viewpoints. But if you feel that your concerns are not being heard you can talk to Student Care. There is also a formal complaints procedure, which you can use to lodge an official complaint.


Attendance Policy and Procedures

The Tertiary Education Commission requires all institutions to meet certain completion and qualification standards. In turn, we must ask that our students meet the commitments that they have made when entering their course.

Attendance is monitored and marked in all classes. Crown expects all students to attend 100% of classes. This is because student attendance, along with effective teaching, has the greatest influence on student engagement and achievement.

Students who require time off should contact the school prior to the start of class.

Four ways to advise Crown of your absence and the reason why:

1. Text mobile number **021 264 91 51**
2. Email info@crow.ac.nz
-  3. Phone **0800 357 316**
4. Your **tutor's mobile** number or **email or TEAMS**

State your full name and your tutor's name and leave a message. The same process is required for students who are going to be late to class for some reason. Advance notifications of extended absence must be submitted to student's tutor, and tutor will advise Head of Department.

Occasionally, Students might be required to take time off to attend to important personal matters. There are instances when an absence might be justified. (Please refer to the **poster** listing **Justified and Unjustified Absences** in your classroom). Students are allowed **only 3 Justified Absences per Term**, unless they have a medical certificate showing they were unfit for a longer period. Any other absences will be marked as **Absent**. Please arrange all your appointments outside class hours. Your attendance will be impacted if you miss classes.

Students will be issued with **three written warnings** before they are expelled if they do not meet the minimum attendance. This policy does not renew each term but is for the entire duration of your programme.

FIRST WARNING: Should you have any unauthorised absences of **three consecutive sessions** or more in any week you can expect a first warning. If you miss classes, your academic performance will be negatively impacted. A written warning will be digitally delivered to you from the Head of Academics team.

SECOND WARNING: The next time you have an unauthorised absence of **three or more sessions** in any week you can expect a second warning.

By this time all students who have taken out a student loan, living cost and **allowance** will have it **frozen** and it will remain frozen until you have attended class 100% for one week or caught up on all outstanding work.

THIRD WARNING: The next time you have an unauthorised absence of **three or more sessions** in any week you can expect a third warning. This will be your final warning.

By this time all students who have taken out a student loan, living cost and **allowance** will have it **frozen** again and it will remain frozen until you have attended class 100% for one week or caught up on all outstanding work.

EXPULSION: If you have any further unauthorised absences of **seven or more sessions** in any following weeks you will be asked to leave the school.

If a warning is necessary, we will contact you to schedule a meeting with the Head of Department to discuss the reason for the problem and to see if we can assist you to improve. Each warning and, if necessary, your expulsion, will be accompanied by a letter, which we will give you personally or mail / email to you.

International Students

In accordance with Immigration New Zealand all **international students** are require meeting the following criteria: ****The holder (you) must attend the programme of study at all times (100%)** as required, at the place of study endorsed on the visa, unless there are genuine reasons for absences.

Please note that Immigration New Zealand will also be informed of your attendance and will issue warnings for those who do

not meet the current attendance and progress requirements set out by Crown Institute of Studies.

Please note that we will also notify your agent and parents providing them with copies of your warning letters.

The only acceptable authorized absences are for your own illness or for the death of a close family member. These must be confirmed by a doctors’ certificate, court papers or a copy of the death certificate or funeral programme – if no evidence can be produced then a warning will be issued.

If you are absent for more than two days in a week you must provide a medical certificate unless you have provided the evidence mentioned above. We do not accept any backdated medical certificates. A medical certificate will only be accepted for the day on which the certificate is given to you by the doctor and any days after this as indicated by the doctor. This means you cannot go to a doctor on Friday and tell him/her that you have been sick for a week. In this case, Friday would be accepted as sick leave.

Please complete the section below to indicate that you have read and understood the school’s attendance policy.

CLARIFYING ATTENDANCE:

Excused/Justified Absence	No of days and other requirements
Illness (hospitalisation)	Medical certificate
Sickness	Up to two days in a row without medical certificate. 3+ days will require a medical certificate
Doctor Appointments	1 day - medical certificate.
Bank/IRD appointments	1 day
Job interview	1 day – email confirming the meeting
Parents/close family visiting from overseas	2 days - otherwise request a holiday
Bereavement	2 days
Force majeure - road closure, flooding, bus breakdown, car accident, flood, fire	As long as the issue last
Exceptional family circumstances - (many of these can be very sensitive) - domestic violence, protection order, etc.	Case-by-case
Cultural or sporting representation	Case-by-case – Attendance certificate
Exam leave (internal pre-tests, Cambridge, IELTS)	2 days – attendance certificate
Bullying (follow up)	Case-by-case
Kids sick/teacher’s strike	2 days

Unjustified Absence
<ul style="list-style-type: none"> ○ No explanation, no contact with the teacher or counsellor
<ul style="list-style-type: none"> ○ Sleeping in. ○ Recovering from weekend’s activities ○ Sales/shopping/birthday. ○ Cat run over. /Taking the dog to the vet.
<ul style="list-style-type: none"> ○ Holiday in New Zealand/Overseas ○ Travel and attending sporting event or concert. (they have to request leave)
<ul style="list-style-type: none"> ○ Housework/Babysitting ○ Homestay Mother/ Flatmate sick- had to cook and clean. ○ Waiting at home for service person. ○ Visiting ill relative
<ul style="list-style-type: none"> ○ Moving house, packing or unpacking

Punctuality

If you know you are going to be late, text Amy on 0212649151 or email info@crow.ac.nz or telephone 0800 357 316 prior to the start of class – state your full name and your tutor’s name, and leave a message.

If you know you are going to be late, text Amy on 0212649151 or email info@crow.ac.nz or telephone 0800 357 316 prior to the start of class – state your full name and your tutor’s name, and leave a message.

Assessments

All student assessments are marked using the following codes:

Table 4: Competency code

A	Achieved
Excellent	Achieved with Excellence
Merit	Achieved with Merit
NA	Not yet achieved
RPL	Record of prior learning (outside of Crown Institute)
RCC	Recognition of current competencies
DNS	Did not sit

Table 5: Grade code

Grade	Score		
A+	90-100%	D	Specified fail
A	85-89%	F	Unspecified fail
A-	80-84%		
B+	75-79%	DNS	Did not Sit
B	70-74%	W	Withdrawn
B-	65-69%	EX	Exemption
C+	60-64%		
C	55-59%		
C-	50-54%		

Table 6: Work Placement code

P	Passed Placement
FP	Failed Placement

At the start of each programme module or unit your tutor will let you know what assessments you will need to complete and the date when each is due. Your assessments will involve written tests/exams (open or closed book), as well as assignments, projects, presentations, demonstrations, and role-plays, all of which may be individual or group work.

Assessments must be submitted through Crown Moodle e-learning platform as a soft copy. In certain circumstances, assessments can be handed-in as a hard copy. These, however, must be written in blue or black ink (or word-processed where specified). Assessments written in pencil, red or green ink will not be marked.

All assessments submitted on time will be marked and returned to you within 21 days of the due date.

Tests and Examinations

Tests/exams are held under strictly supervised conditions. Your tutor will advise you of the terms and conditions prior to starting, and these will be stated on the test/exam paper.

Assignments and Projects

Requirements for assignments and projects are given by your tutor and stated clearly on the assignment/project paper.

All assignments/projects must be completed on time and handed to your tutor on the date specified.

- Assignment/project extensions must be applied for, citing a valid reason, before the due date.
- Assignments/projects will not be accepted after the last day of the module unless an extension has been applied for.
- If your tutor approves an extension you will be given a new deadline and this will not be extended again.
- Late penalties may apply if assignments are submitted after any deadlines.

It is your responsibility to ensure that you receive assessment. If you are not present at a particular class it is **your responsibility** to ask your tutor if alternative arrangements can be made to acquire this material. It is your responsibility to ensure that your tutor gets your assignment work.

Aegrotat Consideration

Any student who has been prevented from submitting any assignments or from sitting any test/exam, or who considers that their performance has been seriously impaired by illness, injury, bereavement or any other critical circumstance may lodge an application for aegrotat consideration.

Students applying for an aegrotat consideration are required to report in writing to the Head of Academics within two days of the date upon which the item of assessment was due, or the test/exam affected, took place. The application must be supported by appropriate documents.

No decisions regarding aegrotat passes will be made until the completion of the programme.

Cheating and Plagiarism

Cheating is copying another student's work, either totally or in part. Where two or more identical or nearly identical assessments or part assessments are submitted, this will be regarded as cheating. Cheating also includes taking written or electronic notes into closed tests/exams and/or communicating verbally, in writing, or electronically with another student during a closed test/exam.

Plagiarism is copying work from an external source and presenting it as your own without reference or with little change from the original external source. Plagiarised answers in assessments will receive zero marks.

The cheating policy also comes into effect if a student knowingly or accidentally allows another student to copy/submit their work. This will incur the same consequences for BOTH students concerned. It is therefore VERY important that students do not save work onto any of the computers at Crown. All work should be saved on to personal USB devices and not made available to any other students. Similarly, no work should be shared using any other social media networks.

Students alleged to have cheated (both the student copying and the student whose work was copied) or plagiarised other work will be interviewed by the Head of Academics and be given the opportunity to respond to the allegation. If the Head of Academics upholds the allegation of cheating, a written warning will be given to both the students and a record placed in their personal files. The student who cheated will be awarded 0% for that assessment. In instances of plagiarism, a written warning will be issued and a record made in the student's personal file.

If a student is found plagiarising or is involved in an instance of cheating a second time they may be expelled from the school. A student disciplined for cheating or plagiarism may appeal this finding to the Head of Academics. The HoA's decision on this matter is final.

Re-sitting Assessments

If you do not gain a pass in your assessment or did not show up for your class, you may be granted an opportunity to re-sit your assessment. Your tutor will advise when re-sits are available, and whether or not it can be a verbal adjustment (this is usually used for minor re-sit questions) or if it is a written re-sit.

Students who miss more than 1.5 sessions (i.e. 1.5 days) in any one week will not automatically be entitled to receive the assessment paper to complete. This means that your academic records will state 'Did Not Sit' in the module(s) (or part of) where your attendance was low. This will require you to re-sit these module(s) at the end of your programme, and may be at an additional cost to you.

Students who fail to achieve at least 50% of the course content at the half way point of their programme will be required to meet with Head of Academics to formulate an intensive catch-up schedule.

We will hold a credit for the second half of the student's course for up to one year.

Students who have achieved less than 50% of their course content at the end of the year may not be able to extend their programme nor enrol in higher level programmes at Crown. They can re-enrol in the same course at a later date in which case all relevant course fees will apply.

Prior to enforcing the above, students will have been given:

1. Access to their academic records,
2. One-on-one opportunities with their Tutors,
3. Reminders of personal work ethic required to achieve good success, and
4. Wellbeing support.

Students who have not achieved will be advised and asked to meet with The Head of Academics to go over academic records/results. A special catch-up schedule will be created if HoA discerns a genuine commitment from the student to achievement and attendance.

Assessment Appeals / Re-mark Requests

- Talk to your Tutor first and if you cannot come to an agreement then request a re-mark from the Head of Academics.
- The request for re-mark must be made within two weeks of the result being communicated to you.
- A fee is payable for a re-mark application. The fee is \$100.00. This is to cover the costs of re-assessment, which may include the employment of staff outside of the Crown Institute.
- If the re-mark application is successful a refund of 50% (\$50.00) of the fee will be made.

Unsatisfactory Academic Progress

All academic progress is monitored to identify students who are *academically at risk of making unsatisfactory progress*. Students must achieve at least 75% of the programme content in each term before they will be allowed to move on to the next Term. Students who have not achieved the 75% marker will be called to meet with the Head of Academics to create an action plan to reach programme markers.

Where students have progressed to the next term with less than 100% of modules passed, any outstanding modules must be completed during the following term.

Real-World Experience (RWE)

Real World Experiences are exciting, integral components of our programmes. Real World Experiences provide practical participation to substantiate classroom theory. They include familiarisation visits to hotels and tourist attractions amongst other engaging businesses. Some visits may incur moderate costs, which will be kept to a minimum and made known to you in advance.

An overnight or multi-night trip may be included as a highlight in your programme. Below is the policy and procedures governing 'away' travel.

- Your participation in the educational visit is subject to signing and returning the Code of Conduct before departure. This will be handed out and collected by your Tutor. If you are under 18 years of age, a parental consent form must be signed by a parent/legal guardian/care taker.
- Punctuality is required. This means being at the designated starting point 30 minutes before departure.
- You will be required to complete a detailed report of your trip and hand it in two days after the trip for marking.
- A positive and engaging attitude is expected. You are representing Crown therefore please show respect and gratitude.
- Any expenses other than those pre-booked by Crown will be your responsibility. This includes emergency medical treatment. You should take out Domestic Travel Insurance to protect your health and personal property.
- Please alert your tutor to any medical conditions requiring medication during the trip.
- Alcohol consumption is prohibited for students under 18 years of age. If you are found to be involved in consuming alcohol you may be suspended from your programme of study. An investigation will be undertaken and may result in your expulsion from your programme of study.
- If you are involved in taking drugs or have drugs in your possession, you will be immediately suspended from your programme of study.
- Any behaviour which breaches Crown's Code of Conduct or brings the group or school into disrepute may result in immediate suspension, and pending an investigation, may result in your expulsion from School. In this event your fees will not be refunded. You will also be required to pay any costs that have resulted from your unacceptable behaviour.
- If your behaviour or attendance becomes detrimental to others your trip privileges may be cancelled and you may be suspended or expelled from the school.
- If you have assessment work outstanding from a previous term, you may not be able to attend class trips. There are no refunds if you are unable to attend a class trip. If you withdraw from your course, or if you are expelled from the school, or if you leave your course early, you will not be able to attend a class trip.

Work Placements For Diploma Students

Work placements are a special privilege assigned only to Diploma Level 5 students. Crown's designated Work Placement Manager liaises closely all year round with high quality industry partners to create good placements for Diploma students. They work closely with students also supporting them throughout the 60 compulsory hours to apply theory learned in the classroom to workplace practicums.

Courses and Teaching Evaluations

We are committed to providing premium programmes and services, and continually looking at ways to improve the quality. The purpose of these surveys is to ascertain the effectiveness of courses, programme modules, units, and the delivery of support services.

1. Courses and Teachers are evaluated twice per year by students
2. Support services are evaluated twice per year by students
3. Programme modules are evaluated each term by students
4. Evaluations are anonymous
5. Teaching evaluation results are given to the involved tutor and senior management
6. Managing Director receives an aggregated report of all results

To participate in the online surveys a link to *Survey Monkey* is sent to students. Participation is very vital. Collective feedback helps us in innovating new courses and programmes, and developing process improvements.

Staff Confidentiality

Teacher's personal evaluation results are made known only to senior management and the tutor involved. Results are not given to anyone else unless the tutor gives his or her consent.

Student Confidentiality

Evaluations are anonymous to give students freedom of expression, and to avoid discrimination, either good or bad, from the tutor involved.

Teaching Resources

Teaching resources include all or some of the following - mind mapping, charting exercises, group discussions, class discussions, group projects, individual projects, individual presentations, group presentations, assessments, assignments, online research, research, exams, group work, teamwork, handouts, note taking, formal lectures, informal quizzes, role-plays, field trips, guest speakers, seminars, question and answer sessions.

For every hour of scheduled learning in the classroom you are expected to spend some time on independent learning. We recommend you spend at least **15 hours per week on self-directed study**. This should include: reading, making meaningful notes, research, preparation for class projects/assignments/presentations, working on set tasks and assignments, studying for examinations and assessments, and preparing for role-plays.

Record of Prior Learning (RPL) and Credit Transfers (CT)

Record of prior learning (RPL) is based on recognition of your skills currently used or gained. If you believe you already have the skills being taught in a course, module or unit in your programme of study you can apply to have your existing skills recognised and credited to your student record. You must still attend the classes for which you are applying for RPL in case your application is unsuccessful. If you do not attend the classes in which you are applying for RPL and your RPL application is unsuccessful then you will be required to catch-up on the work you have missed.

Credit transfer (CT) is based on credit already achieved in a similar course or programme of study. Applications for RPL or CT should be received prior to the commencement of the programme of study or not later than one week after a programme of study has commenced.

A successful application for RPL or CT received after one week of the commencement of a course of study will not entitle a student to a refund of course fees already paid.

There is no fee for processing RPL or CT applications.

RPL applications

1. You must apply at the time of your enrolment. This will give us information on any previous study and work experience you have completed. This form must be accompanied by your NZQA Record of Learning, any certificates, qualifications and attested record of work experience.
2. At least two weeks before the relevant course/module/unit standard is timetabled to start you must make an appointment to see the Head of Academics. You must provide attested evidence of your prior learning to accompany your completed application form.
3. If the Head of Academics is satisfied with your evidence, your academic record will be updated to show credit for the module or unit. The Head of Academics will discuss with you the different options available to you while you are on RPL. Please note these options are subject to your academic and attendance progress to date.
4. If the Head of Academics is not satisfied that you have the current skills for which you are applying for RPL then you may be invited to sit the relevant assessment. If you pass the assessment your academic record will be updated. If you do not pass you will continue in your class at the stage or level you are currently at.

Crown Resources

You may be issued with student workbooks and other training resources. If you lose or damage your workbooks you will be required to replace them at your own cost. Textbooks provided to you throughout the duration of your course are for reference use only. Please DO NOT write, mark or damage these text books as you will be required to return them at the end of each course or unit. If these text books are not returned on the date required and in an acceptable condition you will be required to pay in full the total cost of the textbook.

If you do not comply with this policy, Crown will be unable to issue any of your results, academic records or certificates/diplomas until full payment has been received. Your tutor will supply your training resources weekly or monthly depending on what courses/ units you are studying.

Campus Facilities

We provide good quality facilities and services, and are always looking to improve. We welcome feedback and encourage you to talk to your Student Ambassadors with ideas and suggestions for improving our facilities and teaching resources.

Computers

Classroom computers can be used if not required for a lesson but please remember **not to** save any work to the Crown computers. Please make sure that you bring your own USB device to save your work. Please make sure that your USB drive is free from viruses. Failure to follow the computer use regulations may result in your being prevented from accessing the computers or course.

Computers are monitored to ensure their correct use is maintained. Computers must NOT be used to download or browse objectionable or pornographic material, games, music or movie files. If you break this rule you will be suspended from the school. If someone sends you an email and you do not know them - do NOT open the email on any computer in the Crown Institute Building.

Student Services

The Student Services is at Level 3.

Student welfare

Amy Tregidga and Pilar Sorba Mora, your student care supporter, is on Level 3. They are available to help and support you. They can provide a listening ear and helpful resources to get you through the low times. If we think professional help is necessary, we will refer you to supportive external agencies.

Study and Work

Function Staff is an events management company who can provide casual employment for motivated students. This great business provides high performing students with:

- Guaranteed paid employment
- On the job training
- Work hours count towards your Real-World Experience

Health and Safety

A safe learning environment

We work hard to ensure our Campus is safe, comfortable and free from harassment. To achieve this, we model and encourage behaviour that is respectful, supportive and patient. If you have a health and safety concern, please raise it with Puretu Purangi on Level 5. Your concern will be promptly dealt with. It will be formally documented and you will be notified of a decision/outcome within 10 days.

Abuse or harassment

Every person must be treated with respect at all times. Any student caught using threatening, abusive or

insulting actions or language, or written letters or emails, likely to cause ill-will against any person or group, whether on the grounds of religion, colour, sex or gender, sexual orientation, family status, disability, race, ethnic origins, political opinion, age, or any other grounds will be brought before a disciplinary council. The council, at its discretion, will consider the behaviour, the context of the event, and any other extenuating circumstances. The result may be suspension and possibly expulsion from the school.

First aid kit and student illness

First aid kits are held at Student Services on Level 3. If you are ill and need a doctor, tell your tutor and Student Services; we will make sure you get to a doctor, if necessary.

Accidents and hazards

Accidents at the school must be reported immediately to Student Services on Level 3. The hazard/accident will be dealt with promptly and the incident recorded in the Accident/Hazard Book. Where the accident is serious an ambulance may be called.

Emergency Procedures

Fire safety

- In the case of fire, phone the fire service on 111 and sound the alarm; or if the fire alarm bells sound, you must leave the classroom immediately with your tutor.

Earthquake

- DROP down onto your hands and knees
- TAKE COVER under a table, or in a strong doorway, or in a corner away from windows
- HOLD onto your shelter or position until the shaking stops
- KEEP AWAY from glass doors or windows
- WATCH for falling equipment and other overhead objects
- STAY WHERE YOU ARE until the shaking stops. Do not attempt to run outside
- After quaking subsides, check yourself for any injuries
- If asked to evacuate the building, please use the stairs to exit and proceed to the more open area further up Anzac Avenue

Evacuation Procedures

Notices are displayed in the building explaining evacuation procedures.

In the event of a fire or fire drill you will be alerted to evacuate the building by the continuous ringing of the fire alarm. When you hear a continuous alarm evacuate immediately.

- Follow the warden's/tutor's instructions.
- Walk immediately to the stairwell.
- Meet at the assembly areas on Anzac Ave, where your tutor/warden will carry out a head check.
- Do not leave the assembly area or re-enter the building until your warden/tutor has advised you to.

Assembly Area

The assembly areas are on the footpath outside **76 and 88 Anzac Ave depending on which emergency stairwell you use**. Your tutor will do a head count of your class.

Pandemic Behaviour

In the event of another pandemic, referral and adherence to government directives is the first rule.

- Don't be scared or anxious
- Keep two metre spacing between you and the next person/s
- Wear a face mask
- Increase hand washing rituals
- Get tested at an approved testing facility
- Self-isolate if necessary
- Let your tutor or Student Services know your health status and where you are staying
- Be kind to others and yourself

Prohibited Items and Behaviour

- Smoking is NOT permitted in any areas inside or immediately outside the building. This includes the area outside the entry doors to the building and on Level Six's outdoor patio.
- Chewing gum is NOT permitted in any areas inside or immediately outside the building.
- Alcohol is NOT permitted in any areas of the building unless as part of an approved programme or an authorised social function.
- Illegal drugs are NOT permitted in any areas of the building.
- Weapons of any sort are NOT permitted in any areas of the building.

Campus Property

We rely on students to respect campus property. Please ensure that you use campus equipment carefully at all times. You may be held responsible for any costs resulting from damage you caused to campus equipment, display material, fixtures, fittings and furniture. Intentional damage may result in suspension leading to expulsion from the school.

Food and drink (with the exception of water) are NOT permitted in classrooms or lobby. You will be required to pay for any cleaning costs for stains to the carpet or any other damage you make to the campus facilities. If you would like to take water into your classroom, please use a sealed plastic drinking bottle.

Please do not open classroom windows at any time. You will be responsible for any cost or conviction resulting from damage caused by the open window. This may involve dealing with WorkSafe NZ and Police.

Student Conduct

Respect for Others

Please respect the rights of others to study in relative silence in designated areas. Please be very quiet when you are entering or exiting classrooms or other training facilities as we operate different classroom timetables for programmes taught in the school. Abusive or threatening behaviour to staff, other students, and visitors to Crown may lead to your suspension and ultimately expulsion from Crown.

Disciplinary Procedures

A breach of the Code of Conduct Policy may result in your suspension from the school. Depending upon the seriousness of the breach you may be suspended immediately from your class pending an investigation. You will be fully informed of the alleged breach and have the opportunity to respond.

Notice will be given to you of any disciplinary action that is found to be necessary. A copy of this Code of Conduct Policy may be obtained from Level 3.

If you are disciplined and your behaviour does not improve within a reasonable period, you may face further disciplinary action, up to and including expulsion.

We reserve the right to expel you immediately if, in our sole opinion, your behaviour is sufficiently serious to warrant this step, and/or your expulsion is deemed necessary for the protection of the other students, staff, and the school.

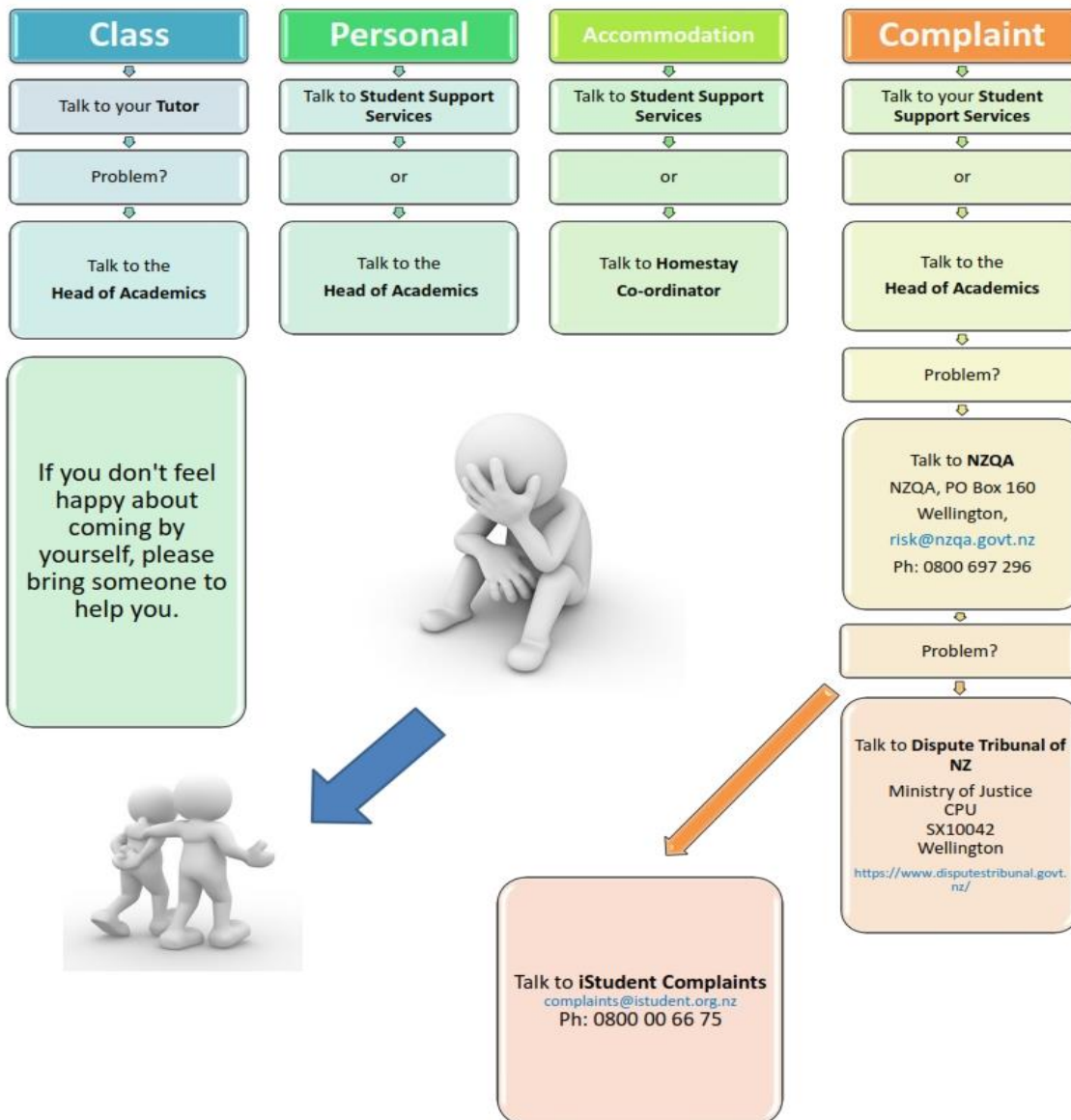
In the event that you are expelled from the school no tuition fees or resource fees will be refunded.

Complaints & Disputes Resolution

Problems

If you have a problem or concern about Crown we want to hear about it and help find a resolution. Problems or concerns could relate to your course, tutor, student services, or be of a personal nature affecting your study.

Got a Problem?



Complaints Procedure

All factors and viewpoints will be considered, and, if warranted, an investigation undertaken. A formal decision will be delivered to you in writing.

If you are not happy with the outcome you can take your case to NZQA's Quality Assurance Division. Bear in mind that NZQA will ask you to provide evidence that you have gone through Crown's internal complaints procedure, and you will need to show a copy of our formal decision.

NZQA complaints email: gadrisk@nzqa.govt.nz

NZQA complaints freephone: 0800 697 293

Withdrawals and Cancellations

Students can cancel or withdraw from their programme and course.

Domestic students who want to withdraw or cancel their programme are advised that any refund is not made to them personally. Programme fees are refunded to either the Tertiary Education Commission (TEC) or Studylink or both.

International students wanting to withdraw or cancel their course are advised that any refund is made to their agent.

The policy for fees' refund is as follows:

- (1) Early cancellation or programme change:** If student withdraws, cancels or changes their course programme or course BEFORE 14 days before the course start date, Crown will refund all fees, except for 5% of total fees to a maximum of NZD250.00.
- (2) Late cancellation or programme change:** If student withdraws, cancels or changes their programme or course AFTER 14 days before the course start date, but during the first 7 days of the programme or course, Crown will refund all fees, except 10% of total fees to a maximum of NZD500.00.

After these If a student withdraws or changes their programme or course after this time no fees will be refunded.

- (3) In the event of financial problems at Crown:** the full value of students' outstanding tuition fees are protected in an audited trust fund. In the unlikely event that Crown cannot deliver a course or programme Crown will refund all outstanding fees.
- (4) Voluntary closure of Crown:** In the unlikely event that Crown voluntarily closes its doors, the full value of domestic students' outstanding tuition fees will be refunded to TEC or Studylink. International students' outstanding tuition fees will be refunded to the relevant agents.

Definitions

Programme start date is defined as the actual start date which may differ from the published start date.

14 days before the programme start date is defined as 5.00pm on the date two calendar weeks before the course start date.

The first 7 days of the programme or course is defined as the period between the course start date and before 5.00pm on the date on calendar week after the course start date.

The cancellation or withdrawal procedure is as follows

1. Student formally advises Crown.
2. Crown provides Withdrawal/Cancellation Form which student completes and signs to confirm their fully consented, voluntary withdrawal or cancellation from the programme.
3. Tutor, Head of Academics, and Quality Assurance Manager are advised
4. Student is then withdrawn from class roll book and notification made in Wisenet.
5. Accounts Manager informs Studylink and processes any refund to Studylink or TEC within five days.

Programme Payment

Full payment of your programme fees must be received by Crown before you start. Please ensure you give your payment details to Student Services. We need to know how you will be paying for your programme. If you are applying for a student loan to pay for your programme fees, and if your loan payment has not been made to us before your programme starts, you must provide your signed student loan contract. Once we have verified the contract, you can attend classes.

If you are paying by student loan, please bring in your loan contract as soon as you receive it from StudyLink. We will check your loan contract and post it back to StudyLink for you once you have signed it. We will also send in your loan contract with verified copies of your bank account details, and birth certificate or passport, and/or proof of citizenship.

Programme Extension Procedure

To gain a programme extension, domestic students must have at least 80% attendance; international student must have 100% attendance; and have passed a minimum 75% of their current programme.

You may have to sit another entrance examination depending on which programme you would like to extend or enrol in. If you are an international student wishing to extend or enrol in a new programme, you may have to sit another English examination to confirm your new enrolment.

Staircasing Procedure

Students wanting to staircase to the next level programme must complete their current programme. Talk to your tutor and/or Student Services about progression.

To be able to staircase to a higher level, students must have completed their current level programme. Complete a new enrolment form and present it along with a copy of your current programme academic record to Student Services. You will be notified as soon as there is space available in the relevant programme and you will then be able to complete payment details.

Programme Delay Procedure

Any student wanting to delay their programme must do so in **writing**. Requests are considered by the Head of Academics and assessed on a case-by-case basis. The maximum period that a programme can be delayed is one year.

Programme Changes

Programme Changes and Liability

Crown Institute reserves the right to change programmes and short courses and fees without prior notice. Crown will not be liable if, for any reason, the published programmes or modules within programmes or short courses cannot be offered.

Class, Teacher and Timetable Changes

You may be taught by a number of different tutors or your class may be combined with others during your programme, and some timetable changes may occur. Crown reserves the right to change or combine classes or change tutors during your programme.

Description of your Programme and Qualifications

We take every care to ensure the programme information is accurate at the time of publishing the Information Booklet. This booklet details courses, programmes, modules and the qualifications you will gain. While all reasonable efforts are made to ensure course, programme, and module information and regulations are up to date, Crown reserves the right to change courses, programmes, modules, units, without prior notification, and to withdraw programmes, courses, modules, units and to impose limitations on enrolments. Crown shall not be liable if, for any reason, the published programmes, courses, modules, and units cannot be offered.

You will be kept fully informed of any changes made to the programme you enrolled in.

Student Images on Crown's Promotional Platforms

A regular practice of the Promotion's Team is capturing great images of students participating in vocation related settings either on campus or offsite, then editing and posting the best work on Crown's social media platforms and in printed material.

If you do NOT want your photo posted on Crown's social media platforms nor in its printed material, please advise staff at Student Services. Your wishes will be recorded in student management system and in the hard copy folder of your personal file; the promotions team will be advised, and photos with you in them will not be used in any of Crown's promotional materials.

Student Allowance

A student allowance is a weekly payment from Studylink that can help with your living expenses while you are studying. **You don't have to pay the money back.**

What you get depends on your parents' income if you're under 24 or you don't have children. (If you have children, you may be entitled to Childcare Assistance Payment. Discover your options on Ministry of Social Development website).

Apply as early as you can to help you get your correct payments on time. You can apply even if you haven't decided where or what you're studying.

You can apply up until the date your programme finishes but Studylink can only pay you from when they receive your application.

Apply online at <https://www.studylink.govt.nz/online-services/apply/first-time/index.html>

Graduation

Graduation is the pinnacle for eligible students and their families. This happy annual event celebrates and showcases students' achievements.

Graduation

When you become eligible to graduate, we will email you. You have four options:

1. **In person:** You can receive your certificate or diploma in the formal graduation ceremony
2. **Collection:** You can collect your certificate or diploma from Crown
3. **Proxy:** Someone else can receive your certificate or diploma on your behalf either at the ceremony or from Crown
4. **Post:** We can post your certificate or diploma to you via standard mail after the ceremony.

Graduation Ceremony

There is one graduation ceremony each year, venue availability and considerations permitting.

The ceremony is a very important occasion; therefore graduates should dress as appropriately as the high occasion demands. An official photograph will be taken of you as you receive your certificate or diploma.

Graduates can invite two guests free of charge. Additional guests are charged \$15 person. Tickets can be purchased from Student Help Centre at Level 3.

International Students Information

Crown Institute of Studies is proud to be bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The Code ensures that:

- High professional standards are maintained at Crown Institute of Studies
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate, and up-to-date
- Students are provided with full information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances

External Evaluation Review

The New Zealand Qualifications Authority (NZQA) has given its external evaluation rating of Crown Institute of

Studies as gaining Category 2 status = Confident in Educational Performance and Self-Assessment

Medical and Travel Insurance Information

All international students must provide evidence (in English) of comprehensive medical and travel insurance to cover the entire time they are in New Zealand. If you get sick, you may have to see a doctor or another health professional. In New Zealand you do not go to a hospital unless you are seriously ill. You make an appointment to go to your local GP (General Practitioner) who will have a medical centre near where you live. The medical centre will probably open at approximately 9.00am in the morning and may be open throughout the day. If you require a doctor outside normal hours, there are many after-hours medical centres where you can see a doctor. Doctor surgeries and emergency medical centres are listed at the front of the Auckland telephone directory.

If you are too sick to come to class, please call Student Services (0800 357 316) and advise you are ill. Make an appointment to see a local doctor who will give you a medical certificate that describes what is wrong with you and indicates how many days you can stay at home. You will need to bring your medical certificate to Student Services when you come back to class.

If you do not notify us of your absence, we will follow the procedures advised under the attendance/absence section of this handbook.

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through Immigration New Zealand and can be viewed on their website at <http://www.immigration.govt.nz>

Ineligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at www.moh.govt.nz

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

FREE Help Services and Contact Details

FREE SERVICE	PHONE	WEBSITE OR EMAIL
CAP DEBT HELP – how to find your way out of debt	0508 227 111	www.capnz.org/get-help
CAREERS – how to find a new job or choose a new career	0800 601 301	www.careers.govt.nz
CAB – helping you know and understand your rights	0800 367 222	www.cab.org.nz
DEPRESSION – helping you find your way through it	0800 111 757	www.depression.org.nz
DRESS FOR SUCCESS – helping women dress professionally	09 377 2762	www.auckland.dressforsuccess.org
E TIPU E REA – support for teen parents	09 551 4367	www.etipueaws.org.nz
FONUOLA – helping Pasifika communities	022 043 0811	www.fonuaola.org.nz

STUDYLINK – helping you make informed choices about student debt	0800 530 000	www.studylink.govt.nz
ALCOHOL or DRUGS PROBLEM? Support and guidance to get free	0800 787 797	www.alcoholdrughelp.org.nz
WINZ – help for low or no income workers	0800 454 333	www.workandincome.govt.nz
YOUTH LAW – free legal advice for young people	0800 884 529	www.youthlaw.co.nz
FIRE or POLICE or AMBULANCE emergency	CALL 111	

Important Documents

To ensure your enrolment at Crown Institute of Studies is officially recognised by the New Zealand Qualifications Authority (NZQA) and the Tertiary Education Commission (TEC) Crown must sight the following documents from you. Please bring these documents with you when you enrol.

- Your NZ birth certificate or Passport**
- A copy of your current valid Crown Student Visa/Permit** (international students only).
- A copy of your travel and medical insurance policy** (international students only).
- Completed Ministry of Education statistical form** (international students only).
- Signed Cancellations and Refunds Policy letter** (international students only).
- Evidence of prior learning and/or of current competencies**

Student Declaration

I have read and understand and accept the terms and conditions of the Crown Institute of Studies.

Student Name:

Programme:

Age*:

Signature:

Date:

*If student is not yet 18 years of age, a parent or guardian must sign below, confirming s/he has read, understood and accepts the terms and conditions of the Crown Institute of Studies.

Guardian's Name:

Relationship to Student:

Signature:

Date:
